



City of Tempe Municipal Court

2005 State of the Court

State of the Court

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Tempe Municipal Court



**To: Mayor and Council
City of Tempe, Arizona**

**From: Louraine C. Arkfeld
Presiding Judge
Tempe Municipal Court**

Subject: State of the Court

Date: January 2005

INTRODUCTION

This is the eleventh annual State of the Court message presented to Mayor and Council. We look forward to this opportunity to provide you with the current status of the Court by sharing current information on the overall operations and performance including accomplishments, revenues, expenditures, and budget issues as well as our future goals.

Our ongoing commitment is to the administration of quality justice in the most cost effective manner possible for the citizens of Tempe. We welcome any feedback from Mayor and Council about our efforts.

ACCOMPLISHMENTS

Operational Effectiveness

- This year saw the first full year of the Mental Health Court. The program has graduated 16 candidates and was awarded the Advocate of the Year Award by the Arizona Coalition to End Homelessness in November 2004. It should be noted that this unique program is able to operate with no additional costs to the city.
- Completion of the Single Point of Entry has finally allowed for screening of all individuals entering the court improving security for all of the court's employees as well as its customers. As of December 2004, 86,901 individuals went through the security screening and 3,206 prohibited items were not allowed into the facility.
- The Court has now adopted the one day, one trial system for jurors making jury service more accessible for all Tempe citizens.
- The Court continues to maintain one of the lowest costs per filing of any comparable municipal court in Maricopa County

Technology Improvements

- The Court was selected by the Arizona Supreme Court's Commission on Technology to develop a new case management system for Tempe that will be the model for the limited jurisdiction courts throughout Arizona. Included in this project was the award of a \$250,000.00 grant to help fund this development.

Cost effectiveness

- The Court has developed a standard of assessing jail fees for all jail time imposed, waiving them if there is a showing of indigency. This has resulted in \$310,174.00 being forwarded to the City's general revenue fund in calendar year 2004.

- The Court has reduced the number of jury trial days to allow for the one day, one trial jury system at no increased cost.
- The Court continues to operate at the 1996 staffing levels with 55% higher filings in 2004 than in 1996.

Customer Services

- Developed a written diversity plan to ensure that staff has the proper orientation that is representative of the community we serve.
- Conducted a staff survey to determine areas that we needed to address to improve staff morale and effectiveness.
- Provided training from the National Curriculum and Training Institute to address some of the specified needs.
- Staff worked with the Tempe Learning Center staff to develop a court-specific customer service course. The course was presented for the first time in 2004. All staff who has not previously attended will participate in the session this year.

Community Outreach

- Conducted a second successful Law Day with an essay contest on “What Equality Means to Me” with entries from school children throughout the City of Tempe.

DISCUSSION

The mission of the Tempe Municipal Court is to provide effective and efficient justice for our community. Like all areas of the City, we face the concern of meeting our mission while maintaining a reduced budget. Unlike other areas of the City, the Court does not operate programs that can be reduced or eliminated. Thus, the most challenging issues facing the court are the increased costs of providing the constitutionally mandated services of a criminal court – most particularly indigent defense and interpreter services. Any case that involves the likelihood of jail time upon conviction, either because statutorily mandated as in DUI cases or because the state is requesting, such as many domestic violence cases, requires the appointment of defense counsel if the defendant is indigent based on Federal poverty guidelines. The Court reviews these appointments carefully and if appropriate orders the defendant to pay a portion of attorney costs based upon his/her ability to pay. Nevertheless the cost of providing these constitutionally required services continues to rise.

We are also experiencing an increased demand for interpreter services. We have been fortunate to add a full-time interpreter through the use of grant funding, but are still finding ourselves with the need to contract for additional services. This year we will be seeking expanded grant funding to fund an additional half-time position to ensure that we are able to provide quality services to our non-English speaking customers at the most reasonable cost available.

We have also adopted the one day, one trial jury management standard. To offset any increased costs, the court worked to reduce the number of jury days. To date we are achieving the goal of one day, one trial with no increased expenditures and no delay in the trial of any jury-eligible case.

The previous years' reduction of staff due to the overall City budget cuts continues to impact our effectiveness. This will mark the third year that we have operated at a staff level equal to our 1996 staffing levels with filing levels 55% above the 1996 level. I have nothing but praise for a staff that has continued to step up to the plate throughout this period of time. However, as I have said in the past, the high level of intensity required to operate at the stretching point at all times is likely to lead to some burnout issues. In fact, a staff survey conducted this year provided feedback that these concerns are definitely shared at all levels. We are working to address this with additional training for staff to aid them in dealing with these concerns.

We continue to rely on our court automation system to aid us in dealing with our workload. This system, developed over the years with the City's Information Technology Department, has proven to be extremely functional. Unfortunately, it is also a system reaching the end of its life cycle. However, because of the proven functionality of our case management system, the Supreme Court's Commission on Technology selected Tempe as the pilot site to develop a new case management system that will become the model for Limited Jurisdiction Courts throughout Arizona. As part of their commitment to this project, they have devoted their entire municipal court development budget, some \$250,000, to the City of Tempe's

project as well as providing personnel to assist with development. The project is anticipated to last at least eighteen months. This is a tremendous opportunity for us to build a system that will perform in the very best way for Tempe and allow us to continue to operate with a lean staffing model. The caveat is that meanwhile, during the time between now and completion, development creates a huge demand on all of the court staff to consistently work with the programmers at each stage of the project to ensure that the final product is based upon the needs of the end users.

I am pleased to report that once again the revenue produced by the court has increased from the previous year. It should be noted that the sunseting of HB 2533 at the beginning of July 2004 means that all of the city revenue produced will now be forwarded to the City's general fund. We pride ourselves on having an efficient operation that actively pursues enforcement of court orders which has consistently resulted in revenues for the city. Knowing that it is not the function of the Court to produce revenue, I appreciate the fact that there has never been any pressure put on this court to do so. We will continue to be conservative in our projections of revenue so as to never put this Court or Council in the position of appearing to approach justice from this perspective. We remain mindful, however, of our commitment to run an efficient organization and to ensure that all persons with court orders are held equally accountable.

On a personal note, I would like to draw particular attention to our Mental Health Court. It has been more than one year since the initial implementation of the Mental Health Court so 2004 has been the first full year of the court's operation. To date 56 defendants have participated in this program with 16 successfully completing the program resulting in graduation and dismissal of their criminal charges. There are 26 current participants so there are more pending successful completions. Considering that these defendants represent a population of defendants diagnosed as seriously mentally ill, and who have been sufficiently troubled to end up with criminal charges, their success is remarkable. Approximately 13% of these defendants began the process homeless as well. As a result of our focus on working with these individuals, the Coalition for Homelessness presented this

court with the Advocate of the Year award. As the judge who handles these dockets, I have to note what a personally rewarding and reinvigorating experience this has been for me. I am extremely proud of the team effort of all of our participants and the fact that this program has operated with no additional costs to Tempe.

Finally, I am pleased to report that this year marked the opening of the Single Point of Entry providing security for all the users of the Police/Court building. Several previous State of the Court reports have documented our ongoing concern about the lack of security and our frustration at the construction delays. Not only is this project finally completed, it has become another point of pride for the City of Tempe by winning the Valley Forward Association's 2004 Award of Merit. Hopefully I will be reporting similar success next year with the – again long-awaited – remodeling of the third floor to finally allow us to have adequate capacity for large court dockets, jury assembly and training.

CONCLUSION

I continue to be extremely proud of everyone here at this court. While I am a little startled to realize that I am coming up on my eleventh anniversary with the court, I am also pleased to realize that many of the staff have been with me throughout much of this time period. In fact, someone with less than three years would be considered very new. This represents a stability that has allowed us to move forward and handle challenges with continuing success. The attached list of accomplishments and goals documents those achievements and the upcoming challenges.

Of course we do not achieve these goals alone. We consistently receive exemplary services and support from other departments throughout the city. We continue to enjoy the cooperation of the Criminal Justice Interdepartmental Working Group in particular as part of the Mental Health Court team. This year and next year will call for assistance from the Information Technology Department and we feel fortunate to have their resources available.

The support of the entire City of Tempe staff and the Mayor and Council makes it a pleasure to be part of this organization.

Our goal remains to provide a stable and progressive Court that serves this community by providing effective and efficient administration of justice. We appreciate the opportunity to continue to serve Tempe.

ATTACHMENTS

- Attachment # 1 – Court Mission and Vision Statement
- Attachment # 2 – Accomplishments / Goals Summary
- Attachment # 3 – Maricopa County Municipal Courts Activity Statistics
- Attachment # 4 – Workload Indicators, Criminal and Civil Divisions
- Attachment # 5 – Budget Summary
- Attachment # 6 – Revenue Summary
- Attachment # 7 – Four-year Information Technology Financial Summary
- Attachment # 8 – Security Statistics

COURT MANAGEMENT TEAM

Tom Brady, *Court Manager*
Rick Rager, *Deputy Court Manager, Criminal Division, Automation Manager*
Mark Stodola, *Deputy Court Manager, Civil Division, Budget Manager*
Carla Davis, *Court Services Supervisor, Financial Services*
Jennifer Dubois, *Court Services Supervisor, Customer Services, Criminal Division*
Jacque Frusetta, *Court Services Supervisor, Court Services, Criminal Division*
Christy Slover, *Court Services Supervisor, Court Services, Civil Division*
Frankie Valenzuela, *Management Assistant, Administrative Services*
Jeanette Wiesenhofer, *Court Services Supervisor, Customer Services, Civil Division*

INTERNAL DISTRIBUTION

Mayor and City Council
Will Manley, *City Manager*
Marlene Pontrelli, *City Attorney*
Robert Hubbard, *City Prosecutor*
Kathy Matz, *City Clerk*
Ralph Tranter, *Chief of Police*
Laura Forbes, *Assistant Chief of Police*
Tom Ryff, *Assistant Chief of Police*
Jay Spradling, *Assistant Chief of Police*
Brenda Buren, *Fiscal/Research Administrator*
Ray Markwell, *Operations Support Administrator*
Valerie Hernandez, *Human Resources Manager*
Jon O'Connor, *Deputy Human Resources Manager*
Tom Canasi, *Community Services Manager*
Judy Tapscott, *Deputy Community Services Manager, Social Services*
Jeff Kulaga, *Community Relations Manager*
Shelley Hearn, *Community and Media Relations Director*
Jerry Hart, *Financial Services Manager*
Cecilia Velasco-Robles, *Deputy Financial Services Manager, Budget*
Deborah Bair, *Lead Budget and Research Analyst*
Tom Mikesell, *Budget and Research Analyst II*
Gene Obis, *Information Technology Manager*
Dave Heck, *Deputy Information Technology Manager*
Ted Hoffman, *Deputy Information Technology Manager*
Ron Smith, *Applications Supervisor*

EXTERNAL DISTRIBUTION

Honorable Colin Campbell, *Presiding Judge, Superior Court, Maricopa County*
Marcus Reinkensmeyer, *Court Administrator, Maricopa County*
Brian Karth, *Court Administrator, Limited Jurisdictions Courts, Maricopa County*
David K. Byers, *Administrative Director, AOC, Supreme Court*
Janet Scheiderer, *Court Services Director, AOC, Supreme Court*

MISSION

To contribute to the quality of life in our community by fairly and impartially administering justice in the most effective, efficient, and professional manner possible.

VISION

Work together to serve the public.
Treat the public and each other with courtesy and respect.
Be ethical in all that we do.
Communicate honestly and openly.
Be sensitive and caring.
Welcome and value individual differences and diversity.
Reward well-intentioned and well-reasoned risk taking.
Praise and reward fully, discipline sparingly.
Be energetic and hard working.
Make every day in the Court both positive and productive.

FY 2004 ACCOMPLISHMENTS

- **Community Connect** -- Our Judges provided education services to Tempe schools through the Kids in Court program. This program includes videos depicting scenarios in which minors might find themselves within the court system along with several exercises on government and leadership. Court staff provided half-day training to participants in the Tempe Leadership Program. These individuals learned about various aspects of court operations and participated in a dialogue regarding criminal justice issues.
- **Law Day** -- In our continued effort to better connect with the community, the court celebrated its second annual Law Day event by hosting an essay contest. Tempe grade school and middle school students participated in the event by writing an essay on the topic "What Equality means to me". Students with the best essays received a cash prize presented by the Mayor during a City Council meeting
- **Customer Service** -- Continued to emphasize respect for and positive interaction with both internal and external court customers. Staff worked with the Tempe Learning Center to develop a court-specific customer service course. The course was first presented this year and all staff that did not attend this year will participate in the session in 2005.
- **Jury Duty** -- On November 1, 2004, the Court instituted a "one day, one jury" process. Tempe residents are now summoned for jury duty on a specific date. This means that prospective jurors need only contact the Court once to see if their services are needed. Additionally, whether or not a person is selected to serve on a jury, he/she will not be called again to serve on a Tempe Municipal Court jury for 18 months. The process replaced a system where residents would receive a summons from Superior Court, followed by a second summons with the expected week of service, and a requirement to call the Tempe Municipal Court as many as three times during that given week. While this change resulted in greater convenience for residents, it had the possibility to increase overall costs as more people needed to be summoned for a shorter period of time. In order to combat increased costs, the Court reduced the number of available jury days. This jury day reduction is being monitored and its effectiveness will be formally assessed in the near future. Thus far, indications are that the related jury duty modifications have been positive.
- **Mission/Vision** -- Continuing dialog and review to ensure that the purpose of the court and related values are used as a template for court operations and management.
- **Criminal Justice System Connect** -- Judges and court staff continued to participate in post academy orientation for new officers joining Tempe Police Department. This interactive session allows officers to ask questions about their role in the courtroom and receive technical training on court calendars, hearings etc. This training speaks to the court's desire to insure that the police and the court communicate effectively and as a result, the community receives quality services.
- **Single Point of Entry** -- The single point of entry project, affecting the court, police and prosecutor began in January 2003. Now completed, all entrants to the Police/Courts Building go through a security screening process. This improvement not only addressed lack of security in our facility but improved the building's future functionality as a City facility. During the first six months of this fiscal year, July through December 2004,

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86,901 persons went through security screening, 51,530 triggered an alarm, and 3,206 prohibited items were not allowed into the facility.

- **Mental Health Court** – The Tempe Mental Health Court, created on November 4, 2003, is a problem-solving court that includes the judge, prosecutor, defense counsel, and mental health professionals that collaborate to ensure that mentally ill offenders receive equal access to the justice system, while also addressing those needs unique to this population. From the program's inception through January 18, 2005, 56 people have been placed in Mental Health Court and 16 people have successfully completed the program. There are currently 26 people participating in the program; seven are homeless and eight have co-occurring disorders.
- **Mental Health Court Award** -- On November 16, 2004 the Tempe Mental Health Court received the 2004 Advocate of the Year Award from the Arizona Coalition to End Homelessness. The Award recognizes an individual or group whose advocacy work on behalf of people experiencing homelessness has contributed significantly to systems-level changes and the elimination of the root causes of homelessness.
- **Security Modifications** -- In the Administrative Office of the Court's March 2003 Operational Review, it was noted that there was a general lack of security measures to insure the safety of both court staff and the general public. In addition to the Single Point of Entry building addition, the court made additional modifications to increase the safety and welfare of all staff and persons conducting business with the court. After consulting with and getting feedback from all court personnel, plans included counter reconfigurations including the installation of safety glass, new doors in the counter area, and courtroom gates to more effectively separate court staff and the public. These changes provide increased safety to both staff and the general public. In 2004, the court began the process of developing a disaster recovery plan which should be completed in 2005.
- **Interactive Voice Response (IVR)** -- This project was developed in partnership with Water Utility's Customer Service and Billing. The court's IVR system allows customers to pay court sanctions with a credit card over a telephone, 24 hours per day, and seven days per week. The court's IVR system became operational on December 8, 2003. This strategic application of technology is intended to help offset staff reductions. From December 2003 through June 2004, 5,626 payments were made using IVR with a total dollar amount of \$535,195.87. From July 2004 through December 2004, 7,597 payments totaling \$714,123.45 have been processed via IVR. Since inception, a total of 13,223 transactions resulting in \$1,249,319.32 have been collected. Automated payment processing has helped ease employee stress from staff reductions.
- **Home Detention** -- In order to increase the viable sentencing options for the court, a home detention program was developed in conjunction with Social Services for selected offenders who would be allowed to serve a portion of their sentence in the community. The use of home detention coupled with electronic monitoring results a reduction of jail costs to the city while allowing the court additional flexibility in its sentencing options.
- **Audio Digital Recording** -- The court began digitally recording courtroom proceedings on September 22, 2003. This process has improved the overall quality of the record and aided in the retrieval of cases on appeal and assisted with public requests.
- **Calendar Display System** -- Since December 19, 2003 the court has been displaying scheduled events on monitors outside each courtroom. This project has made it easier for

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litigants to find the courtroom in which their matter is taking place. Large queuing monitors are placed in the Single Point of Entry lobby to better direct the public to courtrooms on multiple floors.

- **Search and Boot Screens** -- The Search and Boot screens for parking scofflaws were improved to expand the ability for court staff to search the database based upon a greater array of information. The time for processing a matter where a vehicle has been immobilized for non-payment of court obligations was also significantly reduced. The search and boot screen modifications were completed and put into production on September 11, 2003.
- **Continual Review of Court Policy and Procedures to Assess Effectiveness** -- In light of budget reductions as well as reduction in staff, the court is constantly looking for efficient, cost effective ways to increase its effectiveness. Examples include the addition of a grant funded court interpreter, the development of electronic monitoring as an option to jail incarceration, and jail cost reimbursement. The court's commitment to Tempe is to continue to meet all required legal mandates within the current budget constraint.
- **Diversity Plan** -- To ensure that the court is actively supporting diversity, all court staff participated in meetings to discuss diversity issues. Additionally, staff reviewed and offered input to the courts diversity plan before its submission to the city.

FY 2005 GOALS

- **Mission/Vision** – The court will continue dialog and review of its Mission and Vision to ensure that the purpose of the court and related values are used as a template for court operations and management.
- **Customer Service/Training** – We continue to emphasize respect for and positive interaction with both internal and external court customers. In order to ensure that all court managers reach their full potential and improve the quality of the organization, it is our intent to pursue training efforts through programs such as “Colors” training (Matrix System) to better understand the various personality types’ court staff might interact with and provide service to in the work setting. This training will be followed with “Survival Skills for Managers and Supervisors”.
- **Courtroom / Jury Assembly Addition** -- Another courtroom will be added to the building’s third floor in the space that was vacated by City Prosecutors. This courtroom will be larger than any of the existing courtrooms and will facilitate hearings such as arraignments and high profile trials that involve large numbers of people. This is necessary given the increased size of court dockets. A jury assembly room will also be added providing greater capacity and comfort for jurors as they complete their civic duty. The inadequate size of our current jury room is the most consistent complaint on juror surveys. When not in use for juries, this room will also function as a training / conference room for court staff. Because of safety mandates, construction of the courtroom and jury room is contingent upon completion of the 3rd floor evacuation route. Emergency exiting on the third floor is currently under design and review and until this exiting has been provided, one-half of the third floor will not be able to be remodeled or used. It is anticipated that an RFP for construction of this project will be released in February 2005.
- **Specialized Community Based Courts:**
 - **Mental Health Court** – This program continues to function as a pilot for possible adaptation in other municipal courts. During this year, the court will undergo an efficacy study, which will evaluate certain outcomes. At least two other jurisdictions have expressed interest in this program and the court will provide documentation of various forms, processes, and documentation to facilitate the expansion of mental health courts throughout the Valley.
 - **Homeless Court** – This court is being considered by the Arizona Supreme Court to pilot a homeless court. Accompanying legislation and funding requests are being drafted. If selected, prior experience in the Mental Health Court would prove to be beneficial as there seems to be a correlation between mental illness and homelessness. According to the National Resource Center on Homelessness and Mental illness, people with serious mental illness are over-represented among the homeless population. While only four percent of the U.S. population has a serious mental illness, five to six times as many people who are homeless (20-25%) have serious mental illness, including severe and chronic depression, bipolar disorders, schizophrenia, schizoaffective disorders and severe personality disorders.

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- **Technology:**
 - **Electronic Disposition Reporting** -- The court continues to work with the Police Department, the Administrative Office of the Courts, and the Department of Public Safety to allow for the electronic reporting of criminal case dispositions, thereby improving the timeliness and integrity of criminal history information.
 - **System Migration** -- The court is working in partnership with the Arizona Supreme Court's Administrative Office of the Courts to develop a case and financial management system to replace the current application as the server the system operates on will cease to be supported in the near future. The replacement application will be written in Visual Basic.NET operating on Windows 2003 servers and a SQL database, which will not only meet the needs of Tempe, but may have utility for other limited jurisdiction courts throughout the state. The Commission on Technology has authorized \$250,000 for this project and the Tempe Council authorized an Intergovernmental Agreement on October 21, 2004. This mammoth project is targeted for a September 2006 completion date and will be the primary technology priority for the next 21 months.
 - **Improved Case Management** -- Efforts will be made to continue to streamline processes within the Criminal Division to ensure individual justice in individual cases while striving for efficient and cost-effective service delivery.
- **Continual Review of Court Policy and Procedures to Assess Effectiveness** -- In light of budget cuts as well as reduction in personnel, the court is constantly looking for efficient, cost effective ways to increase its effectiveness. The court's commitment to Tempe is to continue to meet all required legal mandates within the current budget constraint.
- **Criminal Justice System Connect** -- Judges and court staff continue to participate in post academy orientation for new officers joining Tempe Police Department. This interactive session allows officers to ask questions about their role in the courtroom and receive technical training on court calendars, hearings etc. This training speaks to the court's desire to insure that the police and the court communicate effectively and as a result, the community receives quality services.
- **Community Connect:**
 - **Education** -- Judges continue to provide education services to Tempe schools through the Kids in Court program. This program includes video depicting scenarios in which minors might find themselves within the court system along with several exercises on government and leadership. Court staff have developed and provided training opportunities for community and court leaders that help the public understand the issues and challenges facing the court community.
 - **Law Day** -- In an effort to better connect with the community, and with two years under our belt, the court has demonstrated its commitment to making Law Day an annual event in Tempe. The court will continue to celebrate Law Day by hosting various contests for students from Tempe schools.
- **Disaster Preparedness** -- The court anticipates the completion of a disaster recovery plan during FY 2005.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FOR FISCAL YEAR 2003/2004

Comparing various workload, output, and productivity measures of select municipal courts in Maricopa County support findings of the external operational review and the external financial audit conducted last fiscal year. Benchmark figures are attached to allow for further analysis. Certain objective measures are key indicators of efficiency. For example:

- Tempe Municipal Court ranks fourth in Maricopa County in terms of filings (behind Phoenix, Mesa and Scottsdale Courts). Tempe Municipal Court is the fifth largest municipal court in the state in terms of filings.
- Tempe Municipal Court's filings account for just over 12 percent of the total municipal court filings in Maricopa County, up 2 percent from last year.
- Tempe Municipal Court has the highest ratio of revenue to expenditures; almost 2.49:1 (\$2.49 in revenue for every \$1.00 spent for court operations).
- Tempe Municipal Court has nearly double the amount of filings per bench officer and per court employee as comparable courts in Maricopa County.
- Tempe Municipal Court maintains one of the lowest costs per filing of comparable courts (\$35 per filing), which is approximately 40% below the average cost per filing in Maricopa County (\$57).
- Tempe Municipal Court has the lowest revenue per filing of comparable courts, due in large part to the number of parking violations, which constitute some of the lowest assessed fine amounts.

MARICOPA COUNTY MUNICIPAL COURT ACTIVITY FY 2003/2004

COURT FILINGS

	<u>CRIMINAL TRAFFIC</u>	<u>MISDEMEANOR</u>	<u>CIVIL TRAFFIC</u>	<u>ORDINANCE</u>	<u>TOTAL</u>	<u>% TO COUNTY</u>
CHANDLER	5,718	7,082	36,423	508	49,731	5.20%
GLENDALE	7,298	8,114	35,834	1,400	52,646	5.50%
TEMPE	9,358	12,144	62,134	31,980	115,616	12.09%
SCOTTSDALE	11,929	10,164	82,360	17,101	121,554	12.71%
MESA	17,105	19,251	85,580	2,855	124,791	13.05%
PHOENIX	54,228	37,454	229,500	39,795	360,977	37.74%
MARICOPA CO	122,424	109,522	628,547	95,957	956,450	100.00%

COURT REVENUES AND EXPENDITURES

	<u>REVENUE</u>	<u>EXPENDITURES</u>	<u>REVENUE PER FILING</u>	<u>EXPENDITURE PER FILING</u>	<u>\$ RATIO REVENUE TO EXPENDITURE</u>
CHANDLER	\$4,598,782	\$3,076,663	\$92	\$62	\$1.55:\$1
GLENDALE	\$5,023,859	\$3,417,113	\$95	\$65	\$1.63:\$1
TEMPE	\$8,498,362	\$4,010,100	\$74	\$35	\$2.49:\$1
SCOTTSDALE	\$10,252,311	\$4,014,841	\$84	\$33	\$2.30:\$1
MESA	\$12,627,629	\$5,846,450	\$101	\$47	\$2.07:\$1
PHOENIX	\$33,597,640	\$27,671,766	\$93	\$77	\$1.01:\$1
MARICOPA CO	\$86,216,147	\$54,436,871	\$90	\$57	\$1.42:\$1

COURT STAFFING

	<u>JUDGES</u>	<u>HEARING OFFICERS</u>	<u>CLERKS</u>	<u>FILINGS PER JUDGE</u>	<u>FILINGS PER HEARING OFFICER</u>	<u>FILINGS PER BENCH OFFICER</u>	<u>FILINGS PER CLERK</u>
CHANDLER	4	3	38	3,200	12,310	7,104	1,309
GLENDALE	3	3.4	39	5,137	10,951	8,226	1,346
TEMPE	3	2	29	7,167	47,057	23,123	3,987
SCOTTSDALE	4	2	49	5,523	49,731	20,259	2,481
MESA	7	2	78	5,194	44,218	13,866	1,600
PHOENIX	16	7	323	5,730	38,471	15,695	1,118
MARICOPA CO¹	N/A	N/A	N/A	N/A	N/A	N/A	N/A

COURT TRIALS AND HEARINGS

	<u>NON -JURY</u> <u>TRIALS</u>	<u>JURY TRIALS</u>	<u>CIVIL</u> <u>HEARINGS</u>	<u>TOTAL TRIALS</u> <u>/ HEARINGS</u>	<u>% FILINGS</u> <u>THAT GO TO</u> <u>TRIAL</u>	<u>% FILINGS</u> <u>THAT GO</u> <u>TO CIVIL</u> <u>HEARING</u>	<u>% FILINGS</u> <u>THAT GO</u> <u>TO TRIAL</u> <u>OR</u> <u>HEARING</u>
CHANDLER	1,063	16	1,066	2,145	8.43%	2.93%	4.31%
GLENDALE	59	1	349	409	0.39%	0.97%	0.78%
TEMPE	262	17	2,596	2,875	1.30%	4.18%	2.49%
SCOTTSDALE	357	42	1,361	1,760	1.81%	1.65%	1.45%
MESA	608	77	2,902	3,587	1.88%	3.39%	2.87%
PHOENIX	1,284	376	5,253	6,913	1.81%	2.29%	1.92%
MARICOPA CO	3,973	579	15,770	20,322	1.96%	2.51%	2.12%

NOTES:

¹ Maricopa County Limited Jurisdiction Court totals not available at this time.

Information not audited by AOC at this time.

This information is provided to the Supreme Court in accordance with annual reporting requirements.

The 6 courts listed above represent 86.3% of the caseload in Maricopa County.

Security staff not necessarily included in court expenditures.

TEMPE MUNICIPAL COURT
CRIMINAL DIVISION
WORKLOAD INDICATORS
FY 2004/2005

ACTIVITY	FY 2002/2003 ACTUAL	FY 2003/2004 ACTUAL	PERCENT CHANGE	FY 2004/2005 PROJECTED	PERCENT CHANGE
Cases Filed	14,034	14,501	3%	15,572	7%
Charges Filed	30,519	32,542	7%	35,896	10%
Prisoners	8,308	8,929	7%	9,158	3%
Courtroom # 4 Activity	6,767	7,327	8%	7,304	0%
Jail Activity	1,541	1,602	4%	1,854	16%
Initial Appearances (Jail)	6,410	6,967	9%	7,192	3%
Arraignments	8,027	8,201	2%	8,632	5%
Final Adjudication	2,181	2,453	12%	2,646	8%
Pre-Trial Conferences	9,184	11,005	20%	11,102	1%
Trials	215	252	17%	286	13%
Non-Jury	196	235	20%	268	14%
Jury	19	17	-11%	18	6%
Petitions Filed	628	744	18%	622	-16%
Orders of Protection	417	456	9%	390	-14%
Injunction Prohibiting Harrassment	211	288	36%	232	-19%
Other Courtroom Activity	2,770	3,438	24%	3,800	11%
Correspondence Received	14,291	14,026	-2%	18,478	32%
Returned Mail	2,658	2,227	-16%	3,170	42%
Certified Mail	9,631	11,347	18%	13,090	15%
Motions	19,184	17,282	-10%	18,860	9%
MTC State	1,905	1,711	-10%	2,022	18%
MTC Defense	2,481	2,705	9%	2,828	5%
MTC Pro Per	5,625	5,149	-8%	4,762	-8%
MTC Public Defender	887	800	-10%	728	-9%
MTD State	6,836	6,484	-5%	6,778	5%
MTD Defense	38	86	126%	104	21%
MTD Pro Per	23	37	61%	28	-24%
MTD Public Defender	12	12	0%	6	-50%
Other Motions	1,377	1,169	-15%	1,604	37%
Warrants Issued	7,871	8,513	8%	6,546	-23%
Appeals	27	27	0%	14	-48%

TEMPE MUNICIPAL COURT
CIVIL DIVISION
WORKLOAD INDICATORS
FY 2004/2005

ACTIVITY	FY 2002/2003 ACTUAL	FY 2003/2004 ACTUAL	PERCENT CHANGE	FY 2004/2005 PROJECTED	PERCENT CHANGE FY 2003 TO FY 2004
Cases Filed	70,432	66,603	-5%	81,644	23%
Charges Filed	87,474	84,321	-4%	100,206	19%
Parking	32,476	30,757	-5%	43,280	41%
Traffic & Miscellaneous	43,380	44,401	2%	45,856	3%
Photo Radar	11,618	9,162	-21%	11,040	20%
Speeding	11,057	8,575	-22%	10,330	20%
Red Light	561	587	5%	710	21%
Arraignments	6,795	6,637	-2%	6,738	2%
Courtroom 5	3,815	3,809	0%	3,968	4%
Final Adjudication	1,565	2,591	66%	2,562	-1%
Courtroom 6	2,980	2,828	-5%	2,770	-2%
Final Adjudication	1,460	2,317	59%	2,304	-1%
Motions	3,826	3,786	-1%	3,742	-1%
Courtroom 5	2,438	2,483	2%	1,966	-21%
Courtroom 6	1,388	1,303	-6%	1,776	36%
Hearings	3,069	2,565	-16%	2,672	4%
Courtroom 5	1,652	1,196	-28%	1,212	1%
Courtroom 6	1,417	1,369	-3%	1,460	7%
FTA Defaults	20,884	20,587	-1%	22,704	10%
Appeals	43	33	-23%	18	-45%
Civil Correspondence Received	22,356	33,618	50%	49,262	47%
Returned Mail	9,949	8,188	-18%	7,120	N/A
DDS Completions	12,446	11,389	-8%	11,034	-3%
AZDDS	7,444	7,030	-6%	6,510	-7%
NSC	5,002	4,359	-13%	4,524	4%
DDS Continuances	4,215	3,369	-20%	3,350	-1%
AZDDS	1,478	1,248	-16%	1,456	17%
NSC	2,737	2,121	-23%	1,894	-11%
Bicycle Diversion Completions	66	188	185%	156	-17%
Summons and Complaints	16,493	16,327	-1%	18,574	14%
Complaints Issued	15,663	15,837	1%	18,326	16%
Complaints Reissued	830	490	-41%	248	-49%
Cashier Activity	39,822	39,359	-1%	38,510	-2%
Mail Payments Posted	10,652	11,695	10%	12,660	8%
Financial Services Interviews	7,692	9,640	25%	10,514	9%
Lockbox Payments	20,707	18,411	-11%	19,014	3%
IVR Payments	N/A	5,626	N/A	16,192	188%

PROJECTED
CONSOLIDATED EXPENDITURES FOR ALL COST CENTERS
FY 2004/2005

PROJECTIONS

ACCT #	ACCT DESC	1410	1411	1412	1400 ROLLUP	04/05 BUDGET	+ / - BUDGET
6201	OFFICE SUPPLIES	344.04	3,437.14	5,645.70	9,426.88	12,700.00	3,273.12
6305	CLOTHING	346.00	-	-	346.00	600.00	254.00
6351	MINOR EQUIPMENT	-	-	-	-	500.00	500.00
6370	PRINTING & COPY	1,016.66	6,987.66	5,415.48	13,419.80	18,000.00	4,580.20
6505	BOOKS & PUBLICATIONS	157.76	-	-	157.76	4,000.00	3,842.24
6513	FIRST AID	-	-	-	-	250.00	250.00
6514	AWARDS	220.88	-	-	220.88	1,000.00	779.12
6599	MISCELLANEOUS	34.18	-	-	34.18	1,000.00	965.82
TOTAL	MATERIALS & SUPPLIES	2,119.52	10,424.80	11,061.18	23,605.50	38,050.00	14,444.50
6656	CONSULTANTS -- Interpreters	-	15,241.22	4,960.00	20,201.22	16,811.00	(3,390.22)
6665	JURY FEES	-	6,370.16	-	6,370.16	19,190.00	12,819.84
6668	LEGAL FEES -- Pro Tems	98,307.20	-	-	98,307.20	110,000.00	11,692.80
6669	COLLECTION FEES	-	-	2,487.76	2,487.76	3,500.00	1,012.24
6670	PUBLIC DEFENDER FEES	120,064.96	-	-	120,064.96	131,703.00	11,638.04
6672	CONTRACTED SERVICES	-	1,350.00	-	1,350.00	2,716.00	1,366.00
6688	OFF-SITE STORAGE	1,186.92	-	-	1,186.92	1,129.00	(57.92)
6693	LAUNDRY	84.22	-	-	84.22	300.00	215.78
6701	CELL PHONE CHARGES	-	-	-	-	-	0.00
6702	TELECOMMUNICATION SVCS-Pagers	411.26	-	-	411.26	900.00	488.74
6704	POSTAGE	-	-	-	-	125.00	125.00
6716	MEMBERSHIP & SUBSCRIPTION	4,778.74	-	-	4,778.74	3,647.00	(1,131.74)
6753	OUTSIDE PRINTING	-	14,568.86	621.40	15,190.26	10,950.00	(4,240.26)
6755	DUPLICATING	-	1,753.56	537.16	2,290.72	3,000.00	709.28
6856	EQUIPMENT REPAIR	59.18	10.00	649.50	718.68	2,075.00	1,356.32
6906	EQUIPMENT RENTAL	-	5,231.80	4,679.38	9,911.18	11,500.00	1,588.82
6990	LICENSES	-	-	-	-	-	0.00
TOTAL	FEES & SERVICES	224,892.48	44,525.60	13,935.20	283,353.28	317,546.00	34,192.72
7401	TRAINING & SEMINAR	1,780.00	-	-	1,780.00	2,595.00	815.00
7403	TRAVEL EXPENSES	2,286.28	-	-	2,286.28	5,094.00	2,807.72
7404	LOCAL MEETINGS	632.66	-	-	632.66	760.00	127.34
TOTAL	TRAINING & SEMINAR	4,698.94	-	-	4,698.94	8,449.00	3,750.06
TOTAL	TOTAL BY COST CENTER	231,710.94	54,950.40	24,996.38	311,657.72	364,045.00	52,387.28

ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT FY PROJECTED	% PROJECTED VS PRIOR FY ACTUAL	DIFFERENCE (CURRENT FY PROJ - PRIOR FY ACTUAL)
4601 PARKING FINES	468,363.16	581,778.42	24.22%	113,415.26
4602 TRAFFIC FINES	1,531,610.58	1,555,582.00	1.57%	23,971.42
4603 CRIMINAL FINES	1,016,538.64	1,079,076.58	6.15%	62,537.94
4604 PUBLIC DEFENDER FEES	54,112.73	57,945.10	7.08%	3,832.37
4605 FORFEITURES	139,568.50	184,202.70	31.98%	44,634.20
4607 NEIGHBORHOOD ENHANCEMENT	19,506.69	21,235.00	8.86%	1,728.31
4609 ANIMAL CONTROL				
4612 DDS COURT DIVERSION	505,676.00	487,512.00	-3.59%	(18,164.00)
4616 SMOKING ORDINANCE FINES	35.00	-	-100.00%	(35.00)
4617 DDS OUT OF STATE DIVERSION	3,150.00	2,940.00	-6.67%	(210.00)
4621 DEFAULT FEES	330,743.63	319,611.18	-3.37%	(11,132.45)
4624 BOOT FEES / PARKING	4,800.00	2,160.00	-55.00%	(2,640.00)
4627 COUNTY JAIL FEE	206,953.00	242,817.56	17.33%	35,864.56
4628 COPIES AND TAPES	11,168.16	38,819.14	247.59%	27,650.98
4636 PROCESS SERVICE	7,701.20	9,000.00	16.86%	1,298.80
4640 SURETY BOND FORFEITURES	5,650.00	11,700.00	107.08%	6,050.00
4642 REINSPECTION FEE/NBR ENH				
4643 RENTAL HOUSING CODE FINE	300.00	100.00	-66.67%	(200.00)
4648 CONTEMPT CHARGES	-	200.00		200.00
4653 CITY JAIL FEE	79,024.00	79,133.20	0.14%	109.20
4935 CASH OVER / SHORT	(1,565.30)	1,075.12	-168.68%	2,640.42
4949 OTHER	3,916.79	(4,707.94)	-220.20%	(8,624.73)
TOTAL	4,385,437.26	4,673,812.88	6.58%	288,375.62
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT FY PROJECTED	% PROJ VS ACT	DIFFERENCE (CFYP - PFYA)
4641 PUBLIC SAFETY ENHANCEMENT FUND	439,421.41	374,233.43	-14.83%	(65,187.98)
ACCT # AND DESCRIPTION	PRIOR FY ACTUAL	CURRENT FY PROJECTED	% PROJ VS ACT	DIFFERENCE (CFYP - PFYA)
4632 COURT USER FEE (CEF)	450,367.16	453,507.24	0.70%	3,140.08
4851 INTEREST ACCRUED	13,127.50	14,712.40	12.07%	1,584.90
4853 GAIN / LOSS ON INVESTMENT		-		-
TOTAL	463,494.66	468,219.64	1.02%	4,724.98

Four-year Information Technology Financial Summary

Revenues:	FY2004/2005	FY2005/06	FY2006/07	FY2007/08
Balance Carryover:	\$ 634,848	\$ 639,921	\$ 46,471	\$ 24,471
Projected Revenues:	\$ 468,219	\$ 425,000	\$ 425,000	\$ 425,000
Sub Total:	\$ 1,103,067	\$ 1,064,921	\$ 471,471	\$ 449,471
EXPENDITURES:	FY2004/2005	FY2005/06	FY2006/2007	FY2007/2008
FY 2005 Current Expenditures (as of 12/31/04)	\$ 72,146			
Case Management System Development - Programming	\$ 150,000	\$ 130,000	\$ 75,000	\$ 50,000
Case Management System Development - Test Consultant		\$ 100,000	\$ 50,000	
Case Management System Development System - Hardware	\$ 47,000	\$ 160,000		
Case Management System Development System - Software	\$ 24,000	\$ 55,000	\$ 23,000	\$ 25,000
Electronic Disposition Reporting to D.P.S.		\$ 20,000	\$ 12,000	
IVR Maintenance Agreement, Annual Costs	\$ 8,000	\$ 8,000	\$ 8,000	\$ 8,000
MiniSoft ODBC Maintenance, Annual Costs	\$ 1,800	\$ 1,800	\$ 1,800	\$ 1,800
TAB Maintenance Agreement, Annual Costs	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200
InFax Calendar Display Maintenance, Annual Cost beg. 07/08				\$ 10,000
Police Radios for Panic Alarms, Annual Costs	\$ 6,000	\$ 3,000	\$ 3,000	\$ 3,000
WENDELL Connection to Supreme Court T1 Line, Annual Costs	\$ 3,000	\$ 3,000	\$ 3,000	\$ 3,000
Daily transmission of full database to AOC Data Warehouse--mandate		\$ 20,000	\$ 10,000	\$ 10,000
E-government for Court			\$ 45,000	
Check payments by telephone		\$ 20,000		
Electronic TF of Funds for those on contracts			\$ 20,000	
Document Imaging integrated w/case mgmt system			\$ 25,000	
Public Access to case mgmt system via Internet			\$ 20,000	
On-line Jury deferral via Internet and IVR deferral				\$ 17,500
E-Filing of Court documents				\$ 40,000
Video Conference system w/jail for IA, Arrn, etc.				\$ 35,000
Fingerprint Scanners for Crim. Divisions, Imaging Proj.		\$ 25,000	\$20,000	
Federal Tax Intercept Program Interface				\$ 20,000
Appeals, electronic interface w/Superior Court				\$ 15,000
Civil Traffic arraignments via Internet				\$ 25,000
Bar Coding			\$20,000	\$ 15,000
Database License/Maintenance		\$ 80,000	\$ 35,000	\$ 35,000
Sub Total:	\$ 313,146	\$ 627,000	\$ 372,000	\$ 314,500
1st and Second Floor Workstation Upgrades	\$ 115,000			
3rd Floor Remodel/Construction (Jury/Trng Room/Furniture/Equipment)		\$ 122,000	\$ 75,000	
3rd Floor Remodel/Construction (Courtroom/Offices/Furniture/Equipment)		\$ 250,000		
3rd Floor Remodel (Digital Recording/Calendar Display)		\$ 19,450		
Court Security - Trilogy Locks/Software and remote locking	\$ 32,000			
Exterior Lockboxes (2)	\$ 3,000			
Sub Total:	\$ 150,000	\$ 391,450	\$ 75,000	\$ -
TOTAL EXPENSES:	\$ 463,146	\$ 1,018,450	\$ 447,000	\$ 314,500
TOTAL REVENUES:	\$ 1,103,067	\$ 1,064,921	\$ 471,471	\$ 449,471
BALANCE:	\$ 639,921	\$ 46,471	\$ 24,471	\$ 134,971

TEMPE POLICE/COURTS BUILDING
Single Point of Entry
Security Statistics
Fiscal Year 2005

																		COUNTS	
DATE	MACE	KNIVES	RAZOR BLADES	TOOLS	CAN OPENERS	BOX CUTTERS	SCISSORS	NAIL FILES	GUNS	HAND CUFFS/ KEYS	NEEDLES	CHAINS	PICKS	AMMO	MAGS	MISC. ITEMS	TOTAL ITEMS	PERSONS	ALARM
JUL	15	262	17	66	3	22	41	2	0	13	1	20	0	0	0	65	527	13799	7815
AUG	20	283	6	97	2	20	53	0	0	4	2	20	0	0	0	71	578	15226	8657
SEPT	23	245	23	95	2	18	41	7	3	13	0	19	3	1	0	92	585	15191	8809
OCT	18	267	8	54	3	16	26	12	0	12	0	13	2	0	0	80	511	14984	9059
NOV	16	205	4	95	0	25	43	3	1	20	0	12	0	1	0	47	472	13492	8310
DEC	17	252	5	117	3	30	22	1	4	15	0	16	0	2	0	49	533	14209	8880
JAN	18	264	7	116	1	15	18	2	1	10	0	12	0	0	0	67	531	14154	8875
FEB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MARCH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APRIL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
JUNE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2004-2005																			
TOTALS	127	1778	70	640	14	146	244	27	9	87	3	112	5	4	0	471	3737	101,055	60,405